

Compassion Fatigue and Compassion Satisfaction Evaluation

BACKGROUND

- Oncology staff chronically disregard or are unaware of their own emotional state while caring for cancer patients.
- Staff working in oncology may experience:
 - compassion fatigue
 - ethical dilemmas
 - repeated exposure to grief and bereavement
- Unless effective coping strategies are utilized, oncology staff will continue to suffer from burnout and compassion fatigue.



PURPOSE

The purpose of this research was to:

- Identify if *compassion fatigue* exists in staff working in oncology units, float pool, radiation department, Palliative Care clinic, and MDC clinic.
- Evaluate the level of *compassion satisfaction, burnout and secondary traumatic stress* of nurses in these units over the span of one year.
- Examine interventions to improve known or unidentified problems based on needs assessment.
- Assess the efficacy of interventions at the unit level from survey results and staff requests/needs.

REFERENCES

Available upon request: Stephanie.Boncheff@stjoe.org

METHODS

- Design: Descriptive research
- Sample: Oncology (in/outpatient), float pool, radiation department, Palliative care and MDC clinic staff
- Electronic surveys deployed to staff at project initiation, 4 months, and 9 months:
 - Demographic survey includes prior stress reduction strategies
 - Professional Quality of Life (ProQOL) scale instrument evaluating compassion satisfaction, burnout and secondary trauma
- Interventions (e.g. relaxation room; massage chair)
- Data Collection: 9 months

RESULTS

- Sample:
 - 90% female
 - 41 years of age (SD 13.2)
 - 10.4 years in oncology (SD 9.4)

ProQOL	Survey #1 (N = 64)	Survey #2 (N = 20)	Survey #3 (N = 31)
Compassion Satisfaction	39.3	41.9	39.6
Burnout	22.3	21.4	23.6
Secondary Traumatic Stress	21.9	20.1	22.5

- ProQOL Scoring:
 - High..... ≥ 42
 - Average..... 23 - 41
 - Low..... ≤ 22

RESULTS (cont.)

- Most participants used exercise, massages and church/spiritual help as the most helpful strategies to prevent or alleviate stress.
- Open-ended question: What sustainable strategies would you be interested in to prevent or alleviate stress while at work? Most common responses:
 - Massages/healing room
 - Time away from work
 - Team building/support events

DISCUSSION

- Less participation in last two surveys; COVID-19 outbreak during last survey.
- Compassion satisfaction scores were high average with low average burnout and secondary traumatic stress scores throughout the study.
- Staff indicated slightly higher rates of burnout, secondary traumatic stress and lower compassion satisfaction during COVID-19 period.
- Healing room implemented with various relaxing amenities (e.g. massage chair, music, aromatherapy).
- Anecdotal reports from staff indicate satisfaction with healing room, education and other stress-relieving strategies.

CONCLUSIONS

- ProQOL provided a good overall measure of compassion satisfaction, burnout and secondary traumatic stress and demonstrated the initial impact of interventions on these measures. Final ProQOL results must be cautiously interpreted because of the potential influence of the COVID-19 pandemic.